

CAP SERVICES
ADMINISTRATIVE UNIT REVIEW: REPORT
(updated winter 2023)

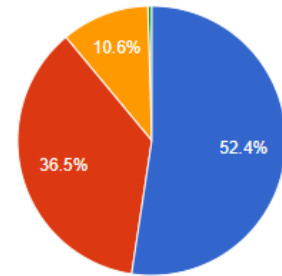
Section 7: Data 2021-22

Advising and Registration Overview: “After completing this Advising and Registration Overview, do you feel better prepared to be a student at COCC?”

Fall 2021

RESPONSES	ENTRIES	PERCENT
A. Absolutely, I feel much more prepared.	109	52.40 %
B. Yes, I feel somewhat more prepared.	76	36.54 %
C. Unchanged, I do not feel more or less prepared.	22	10.58 %
D. No, I do not feel more prepared.	1	0.48 %
TOTAL ENTRIES	208	

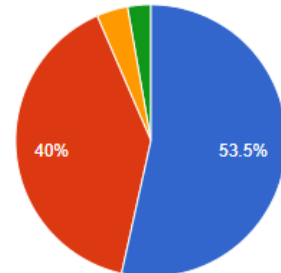
- A.
- B.
- C.
- D.



Winter 2022

RESPONSES	ENTRIES	PERCENT
A. Absolutely, I feel much more prepared.	115	53.49 %
B. Yes, I feel somewhat more prepared.	86	40.00 %
C. Unchanged, I do not feel more or less prepared.	8	3.72 %
D. No, I do not feel more prepared.	6	2.79 %
TOTAL ENTRIES	215	

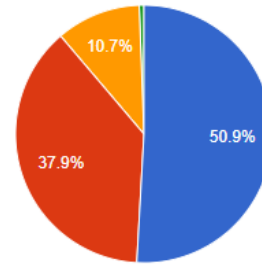
- A.
- B.
- C.
- D.



Spring 2022

RESPONSES	ENTRIES	PERCENT
A. Absolutely, I feel much more prepared.	86	50.89 %
B. Yes, I feel somewhat more prepared.	64	37.87 %
C. Unchanged, I do not feel more or less prepared.	18	10.65 %
D. No, I do not feel more prepared.	1	0.59 %
TOTAL ENTRIES	169	

- A.
- B.
- C.
- D.



Graduation Survey: Question 15: Please rate the quality of the following aspects of your COCC experience – My academic advisor helped me to set academic goals and to create a plan for achieving them.

- Average score 4.39 out of 5.00

Careers:

Student individual appointments:

- 492 appointments were available
 - 50 students attended
 - 11 no shows
 - 6 canceled

Classroom presentations

- Fall term – 3 classroom visits
- Winter term – 1 classroom visit
- Spring term – 2 classroom visits

Career Fair (virtual)

- 32 employers participated
- 7 students visited the site

Personal Counseling:

- Approximately 700 available appointments
- 437 appointments were scheduled

Section 8: Summary and Analysis

The Advising and Registration overview module students are viewing prior to meeting with an advisor is having a positive impact on advising as a whole. Students are coming to their first appointment better prepared with questions, interacting with advisors and are able to make decisions for their first term. The poll shows that 87-90% of the students “feel much more prepared” or “feel somewhat more prepared” prior to meeting with an advisor. We will continue with the current onboarding model, as it is showing success in student engagement. Going forward CAP will expand data collection to capture continuing students regarding their satisfaction advising and planning for graduation. Possible measurement tools to be considered are through CAP’s scheduling tool – SARS.

The graduation survey shows a positive trend as students are leaving COCC. Of those polled, students have reported that their academic advisor did help them with setting goals and establishing a plan. This question does not specify if the advisor is faculty or CAP. To clarify between CAP and faculty advising, CAP will look at creating a question that specifically addresses CAP services and accessibility.

Career services is currently being under-utilized by students. Data shows that there are low numbers of students participating in any of the services offered by careers. This position is currently vacant and is being restructured. Once the position's new focus is determined, we will develop assessment questions and measurements to determine if the position and services are meeting the intended goals.

Personal counseling has a steady flow of students and peaks prior to mid-terms and finals week. We continue to offer counseling through multiple modalities – in person, via zoom or phone. Majority of appointments are in person or zoom. Because counseling has met its established goals, and no significant change in service is anticipated, we will continue to monitor its progress, but no longer have this outcome as a central part of the CAP assessment plan.